## PBC/Lab Conference Call 2/13/2009

## Before she took the roll call of contractors, Amanda welcomed the callers and the people in the room introduced themselves, including:

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## **Agencies on the Call:**

Amarillo Health Department, ATCMHMR C.A.R.E. Program, Beat AIDS, Brazos Valley Community Action, City of Amarillo, CBAF, Health Horizons, PP El Paso, SAAF, Special Health Resources, Tarrant County Health Department, UT Southwestern, Vida Y Salud, Valley AIDS Council.

## Other DSHS Staff on the Call:

Susan Dear-DSHS Consultant and Gloria Salinas Garcia- Region 8 HIV Coordinator.

Amanda turned the call over to Dr. Delameiter to answer questions from the PBC contractors.

1. Sam Guerrero, San Angelo - Sam reports that in the past it was taking too long to get results, but that has improved recently. The problem they are having now is that they are finding that tube that were shipped in the same container are logged in differently.

Liz said she would need more information and invited everyone with questions to contact her and be prepared to provide her with details.

Sam also wanted to know how late before a holiday can samples be shipped? Liz answered that they can never be shipped on Friday. Liz will ask about holiday coverage and get back to us.

- 2. Liz Delamater, DSHS Soon there may be new guidance regarding blood shipments. The lab's inspectors are now requiring that blood must be spun down in a tube. They will be providing training and sending detailed information, and a survey to assess potential barriers in order to make the transition as easy as possible. They will provide tubes, postage paid envelopes and spinners to those who need them.
- 3. Sylvia, HAC HAC has been sending their samples to the San Antonio Metropolitan Health Department who package and ship them to the lab. Sylvia wanted to know if that would change. Liz said that she did not think it would change.
- 4. Sylvia, HAC and Tonya, Health Horizons—They have not received results because the tubes were "broken in transit". This has happened many times recently. How can one shipment have 19 broken and one tested? Liz replied that that was difficult to understand because if one is broken in shipment, they are all reported as "broken in shipment". Liz said she would research the question.
- 5. Liz reports that many of the problems with Labware should have been fixed and encouraged the callers to call her with any continuing problems.

- 6. Anne Delaney of UTSW reported that one sample that was sent Jan 7 did not return results until Feb 2. Cassandra told her that someone had not signed off on them, but later they learned that the samples were actually sent to Baylor and that is what really accounted for the late results. Again, Liz asked that the details be sent to her.
- 7. Jeremy from CARE reported that they had received 2 separate results for the same specimen. Others on the call reported that the same had happened with theirs. Laura said that it was a computer error that has recently been fixed.
- 8. Sylvia reported that they recently received an HIV Positive result in the mail while such reports are usually faxed. She expressed concerns that this confidential information could potentially be breached because they are sitting in mailboxes that are often rifled. Liz agreed that they are supposed to be faxed. She also reported that during December the lab was overwhelmed and may have mailed some results rather than putting them on the website.
- 9. Jeremy reported and several concurred that he has had several tests canceled due to high lipid content. Liz suggested that fasting blood be taken, but also reported that sometimes that doesn't help.
- 10. Tony Ramos, PP El Paso- stated an unusually high number of tests are cancelled due to being received too late too the lab. Tony asked for more scientific explanation to give the 20 to 30 patients a week that need to be retested. Liz explained that the licensing agency for the lab has unusually stringent inspectors.
- 11. Several questions about the process of posting results Liz volunteered to provide us with a flow chart.
- 12. Question about seeing syphilis and gonorrhea results w/out HIV results. Answer We are not able to look at the results separately due, we are only allowed to choose options from the drop down and all STD results are lumped together.
- 13. Jeremy reported that they are finding it difficult to write on the tubes and wants to know if they can put a label on the tubes. Liz responded that that was fine with a reminder to make sure that the names, or another identifier, match the paperwork.
- 14. Ray, Tarrant County When inquiring about specific results, it doesn't appear on Labware. Liz explained that it is because a PDF must be generated and to give it 24 hours. Ray described a situation where everything showed up except the WB results. Liz said that it sounded like a computer glitch and asked that Ray call her with the details.
- 15. Liz and Laura report that it is best to download results using a date before the current date.

- 16. Adrian (Vida Salud) Is it better to use the CDC # on the tube and the specimen form? Liz said she would get clarification about this and get back to us.
- 17. Several callers thanked Laura and Sandra for the help they have provided.